apty | **Major US Airline**

How a US Airline boosted employee productivity and efficiency by 3X with Apty

Customer:
US Airline

Customer Profile:
One of the largest airlines in the world, operating a fleet of more than 800 aircraft and serving more than 300 destinations in 52 different countries.

Usecase:
Enabling employees to use Clarity PPM effectively

Industry Vertical:
Aviation

The airline relies heavily on its engineering department to maintain and service its fleet of aircraft, ensuring that each plane is safe and in good working order. To manage the complex and constantly evolving demands of engineering project planning, the airline adopted Clarity PPM, a project and portfolio management software solution designed to streamline planning, authorization, and compliance reporting across multiple systems.

The airline's engineering department heavily relies on Clarity PPM to manage their complex and constantly evolving demands of engineering project planning. However, traditional training and on-boarding proved to be insufficient in assisting engineers with software adoption. Multiple navigation options and complex forms led to data-entry errors and made it difficult for users to find the right help content. As a result, aviation leaders were concerned about the software's ROI and increasing adoption.

To address these issues and increase productivity, the airline turned to Apty, a digital adoption platform that provides real-time guidance and support to help users navigate complex software applications. By implementing Apty, the airline was able to reduce project authoring and approval time by more than half, eliminate ineffective and costly user guides, and ensure compliance with government reporting requirements. These improvements resulted in a significant increase in employee productivity and satisfaction, as well as a reduction in support tickets and training time.

The Solutions and Benefits:

The Major US Airline was facing challenges with Clarity PPM adoption. To increase employee productivity, satisfaction and reduce support tickets, the airline turned to Apty. Apty provided guided workflows, data validations, change management, and training to ensure efficiency. Apty also helped with training and onboarding, enforcing business rules on multiple fields, and ensuring instant compliance with changes.

The Major US Airline also uses Apty to assist with training and onboarding new engineers to Clarity PPM. Apty provides hands-on training and allows users to work on an actual project instead of a simulated one, improving productivity while training.

Engineers use Apty Workflows for step-by-step guidance. They break down tasks into bite-sized chunks and show every detail. Completing a task that took an hour now takes less than 10 mins, as simple as DIY tax preparation software.

Apty solved data quality issues by enforcing the company's business rules on multiple fields. Apty's Validations prompt users to fix errors in real-time as they're working in Clarity PPM, ensuring engineering projects, programs, and records meet regulatory and company requirements.

Apty guarantees instant compliance with any changes to processes and business rules. The company uses the Announcements feature to quickly communicate and execute changes without spending time or money to update documentation and retrain their team.

100's
Hours saved by eliminating user support tickets.

3X
Increase in productivity

80%
Reduction in Clarity PPM support tickets

70%
Decrease in time spent on Clarity PPM

Get Most of Your Enterprise Tech Stack with Apty.

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